

PAST PERFORMANCE SURVEY

Elevator Maintenance Services for the Air Traffic Control Tower ATCT, Atlanta, Georgia

Page 1 of 4

To: _____ (Point of Contact)
_____ (Company)
_____ (Phone)
_____ (Fax)

The Federal Aviation Administration is currently evaluating _____ and you were listed you as a performance reference. It would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and via fax within three (3) days of receipt to my attention at: **Fax 404-305-5774**.

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

Gail Edwards, Contracting Officer
Federal Aviation Administration
Eastern Logistics Service Area
Acquisition Branch, Routing Symbol AAQ-510
College Park, GA 30337
Tel: 404-305-5182

1. Contractor Name:		2. Contract Number:	
3. Contractor Address:		4. Contract Type: ___ Firm Fixed Price ___ Cost Reimbursement ___ Other (Please Specify)	
5. Your Agency Name:		6. Your Agency POC/Phone/email/Fax:	
7. Period of Performance:		8. Dollar Amount of Award: \$ Total Dollar Value with Mods:	
9. Title of Contract:			
10. Description of Contract Service:			
11. Type of Work: Construction___ Service Support___ Service___ Supply___ Other_____			

NOTE: 1-Unsatisfactory 2- Marginal 3-Satisfactory 4-Good 5-Outstanding

If Not Applicable, just write in N/A

Please provide additional comments below for ratings of 3 and below.

PAST PERFORMANCE SURVEY

Elevator Maintenance Services for the Air Traffic Control Tower ATCT, Atlanta, Georgia

Page 2 of 4

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
4. To what extent did the contractor's management system provide visibility into problems and risks? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. How effective has the contractor been in identifying user requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. To what extent did the contractor issue professional correspondence? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's Supervisor(s)? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
12. To what extent did the contractor submit required reports and documentation in a timely manner? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
13. To what extent were the contractor's reports and documentation accurate and complete? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

PAST PERFORMANCE SURVEY

Elevator Maintenance Services for the Air Traffic Control Tower ATCT, Atlanta, Georgia

Page 3 of 4

15. To what extent did the contractor comply with safety requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the contractor's overall quality of service? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
17. To what extent was the contractor effective in interfacing with the Government staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Respond: Yes or No.

20. Were there any cure notices issued? Yes: ____ No: ____
21. Was contractor pro-active? Yes: ____ No: ____
22. Did contractor suggest cost-saving changes? Yes: ____ No: ____
23. Would you recommend this contractor? Yes: ____ No: ____

For Federal contracts:

24. Were there any Labor Department Investigations? Yes: ____ No: ____
- 24a. If yes, please describe reason and final outcome.

25. Were there any safety investigations? Yes: ____ No: ____
- 25a. If yes, please describe reason and final outcome.

26. Were there any security investigations? Yes: ____ No: ____
- 26a. If yes, please describe reason and final outcome.

PAST PERFORMANCE SURVEY

Elevator Maintenance Services for the Air Traffic Control Tower ATCT, Atlanta, Georgia

Page 4 of 4

27. Was there a partial or complete termination for default or convenience?

Yes: ____ No: ____

27a. If yes, please describe reason and final outcome.

28. Are there any pending terminations?

Yes: ____ No: ____

29. What is/was the duration of the contract? _____

30. Were there any performance issues regarding the contractor's work? If yes, please describe.

Please provide other comments:

Signature: _____

Date: _____